Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour

2013/14 Annual Service Plan Report

BRITISH COLUMBIA

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Message from the Minister and Accountability Statement

We are on the cusp of a generational economic opportunity in this province. That means B.C. can expect at least one million job openings by 2022—two thirds as the result of retirements and one third due to a growing economy. Our focus is to build the foundation that will allow British Columbians to benefit from the incredible economic opportunities that are coming our way in liquefied natural gas (LNG) and other key sectors, while at the same time ensuring we have the trained workforce needed to keep our economy growing. It is a critical time for investing in skills training in British Columbia.

The Ministry has launched several initiatives to make sure that British Columbians can capitalize on the career opportunities most needed by B.C.'s growing economy and that we can continue to create well-paying jobs that strengthen families and communities.

We have successfully defended B.C.'s interests by leading the provincial negotiations with the federal government that resulted in the signing of the federal government's Canada Job Grant—a new program to connect Canadians with skills training. The Grant will be delivered though the Canada-British Columbia Job Fund that will work with employers to help British Columbians gain the skills and training they need to fill available jobs. B.C. helped ensure that funding will continue to flow to skills training programs targeted at the most vulnerable in society.

In May we launched *B.C.'s Skills for Jobs Blueprint*, a comprehensive strategy to re-engineer our education and apprenticeship systems so that resources are targeted to meet labour market priorities. The *Blueprint* lays out a major shift of $3 billion over 10 years to re-engineer education and training to ensure British Columbians are first in line for the million job openings expected by 2022. As part of this re-engineering, we are also refocusing the Industry Training Authority, based on the recommendations of an independent reviewer. All this will help ensure that the $7.6 billion a year invested in skills training across government is done effectively and efficiently.

To help make the promise of LNG a reality, we have recently executed a successful labour and skills LNG trade mission to Ottawa. To ensure that all B.C. business communities can participate in the opportunity of LNG we have also initiated the LNG-Buy BC program. The program has already helped B.C. businesses connect with LNG opportunities through the LNG-Buy BC led tradeshow at the Second International LNG in BC Conference in May. We will build on this with an online tool to be launched later this year to help connect B.C. companies with LNG proponents.

Amendments to the *Workers Compensation Act* fulfilled government's election commitment to restore heart disease in firefighters to the list of presumptive diseases recognized by WorkSafeBC—including forest firefighters. Under this amendment, if a firefighter suffers from

heart disease or a heart injury—including a heart attack—it will be presumed to be due to their work as a firefighter unless the contrary is proved.

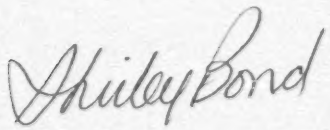
We remain focused on achieving the long-term goals set out in *Canada Starts Here: BC Jobs Plan*. That is why we updated the Jobs Plan in September 2013, setting ambitious new goals that will allow us to continue to grow B.C.'s economy and create jobs for decades to come. This includes a new investment of $5 million over five years in partnership with the Aerospace Association of Canada Pacific Division to grow the province's world-leading aerospace sector and help attract additional global aerospace and defence contractors to British Columbia. Since the launch of the *Jobs Plan* in 2011, we are seeing a revitalized forestry sector that is producing record high softwood lumber exports internationally. Two new mines are in operation, six more are underway and seven expansions of existing mines are underway.

Also, to support our film industry in B.C we amended the Film and Television Production Regulation to include the Capital Regional District in the Distant Location Tax Credit, which will also apply to productions with principal photography beginning on or after February 19, 2014.

B.C. remains a leader in terms of small business confidence numbers and tourism continues to grow, showing positive signs for the tourism sector with international overnight custom entries to B.C. up 4.6 per cent in 2013. In 2013 we announced measures such as a simplified two-page RFP form and the *Small Business - Doing Business with Government Project Report* to increase small businesses' participation in government procurement opportunities. Since 2001, our government has reduced regulatory requirements by over 42%.

I am grateful to be supported in this important work by the Honourable Naomi Yamamoto, the Minister of State for Tourism and Small Business, and by Greg Kyllo, the Parliamentary Secretary for the *BC Jobs Plan*.

The *Ministry of Jobs, Tourism and Skills Training Annual Service Plan Report* compares the actual results to the expected results identified in the June 2013 *Revised 2013/14 - 2015/16 Service Plan*. I am accountable for those results as reported.



Honourable Shirley Bond
Minister of Jobs, Tourism and Skills Training and Minister Responsible for Labour

June 26, 2014

Message from the Minister of State and Accountability Statement

Small businesses account for 98 per cent of all businesses in B.C., so it's no wonder they employ over one million people throughout the province. And when you consider that 55 per cent of all private sector jobs and 29 per cent of B.C.'s gross domestic product (GDP) are provided by small business, it's clear that small business is the heart and soul of our communities and economy.

As Minister of State for Tourism and Small Business, I am proud of our government's leadership in cutting red tape and working with the small business sector to find ways to make it easier to do business in B.C. Our efforts in this area have resulted in the Canadian Federation of Independent Business awarding B.C. an "A" for cutting red tape in 2013.

Our government is creating long-term growth opportunities for small business through government procurement. Last year our government signed the Small Business Accord—a set of principles to follow to make B.C. one of the most business-friendly jurisdictions in Canada. Over the year, senior ministry officials consulted with small business owners to look for ways to make it easier for small businesses to do business with government.

2013 was a great year for B.C.'s tourism industry, which has shown remarkable resilience and growth over the past decade. The number of international visitors to the province is up significantly and tourism revenues have grown by 43 per cent since 2000. In the coming year, I look forward to more successes as we work in partnership with our new tourism marketing Crown corporation, Destination British Columbia, and refresh *Gaining the Edge*, our provincial tourism strategy.

Complementing the direction I received through the Premier's mandate letter, in my role as the Minister of State for Tourism and Small Business and under the *Balanced Budget and Ministerial Accountability Act*, I have been responsible for achieving the following results in 2013/14:

a) Leading the work of the small business portfolio and supporting the implementation of initiatives that contribute to making British Columbia one of the most small-business-friendly jurisdictions in Canada.

b) Adopting the BC Small Business Accord, developed through consultation with small businesses, outlining specific principles for the B.C. government to follow.

c) Supporting and directing the ongoing work of British Columbia's Small Business Roundtable to help identify key issues and opportunities facing small businesses in British Columbia.

d) In response to recommendations from the Small Business Roundtable, coordinating the delivery of the Action Plan for Small Business, which sets out government's strategy for supporting small business.

e) Working across government and in partnership with private sector organizations and other levels of government and continuing to deliver tools, training and information to assist small business start-up and growth in all regions of British Columbia.

f) Working with the Ministry of Technology, Innovation and Citizens' Services to propose a framework to reduce to two pages government RFP documents for contracts under $250,000 for the purpose of enabling more small businesses to participate in government procurement.

g) Working with the Ministry of Technology, Innovation and Citizens' Services to develop strategies for the purpose of increasing participation in government procurement by at least 20 percent.

h) Creating and providing options for executing the Premier's Small Business of the Year awards for the purpose of recognizing and celebrating the best of the British Columbia small business community.

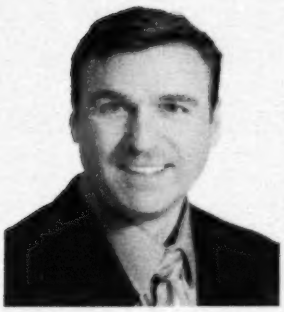
i) Working with partners to implement the provincial tourism strategy for the purpose of achieving the goals described in Gaining the Edge, the provincial sectoral strategy for tourism in the *BC Jobs Plan*.

j) Submitting to Cabinet a report on the results referred to in paragraphs (a) to (i) on or before March 31, 2014.

Honourable Naomi Yamamoto
Minister of State for Tourism and Small Business

June 26, 2014

Message from the Parliamentary Secretary for the BC Jobs Plan



Since 2011, Canada Starts Here: The *BC Jobs Plan* has helped B.C. become one of the most economically secure places in the world. As Parliamentary Secretary for the *BC Jobs Plan*, I'm proud of the work our Ministry and our government has done to enhance British Columbia's reputation as a great place to invest and do business.

This year, we built on the *BC Jobs Plan* success and set out bold new priorities in the 24-month *BC Jobs Plan* Progress Report. We moved forward with a strong focus on small business and the manufacturing sector. We identified 60 new commitments to continue driving growth, including:

- supporting the aerospace sector with a $5 million commitment over five years
- promoting tourism through the industry-led Crown corporation Destination BC
- enhancing the film & digital effects industry

The *BC Jobs Plan* continued to spur growth in the original eight key sectors: agrifoods, forestry, mining, natural gas, international education, technology, transportation and tourism. A key strategy this year was to identify and address regulatory barriers in these key sectors.

B.C's manufacturing industry is a significant and evolving player in our economy, supporting at least 164,000 direct jobs and $7.9 billion in wages. And there's room to grow. That's why I went out and toured manufacturing companies. I wanted to hear their ideas on how we can identify barriers to growth and learn about future market expansion.

In the coming year I will continue to focus on new and emerging opportunities so companies of all sizes can compete in the global market. I look forward to sharing our achievements later this year when we release our latest report on progress on the *BC Jobs Plan*.

Greg Kyllo
Parliamentary Secretary for the BC Jobs Plan

June 26, 2014

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Highlights of the Year

Over the past year, the Ministry undertook a number of key initiatives to support job creation and economic growth. This section highlights some of the most significant work and achievements of the 2013/14 fiscal year, including how the Ministry addressed the priority objectives outlined in the Premier's mandate letters:

- Premier's letter to Honourable Shirley Bond.
- Premier's letter to Honourable Naomi Yamamoto.

Skills for Jobs

Demand-Driven Skills Training

- Developed a comprehensive strategy to re-engineer B.C.'s education and apprenticeship systems. *B.C.'s Skills for Jobs Blueprint: Re-engineering Education and Training* was created in collaboration with the Ministries of Education, Advanced Education, Aboriginal Relations and Reconciliation, and Social Development and Social Innovation to provide a seamless plan to take British Columbians from high school through post-secondary education and right into the workforce. The Blueprint lays out a major shift to a data-driven system where training dollars and programs are targeted to jobs in demand. It also outlines an outcome focused system, where success will be measured and funding and programs adjusted as the economy evolves.

- Completed a review of the sectoral jobs roundtables, with 23 active projects, which include a broad range of initiatives: collecting current labour market statistics; developing human resource strategies; updating curriculum to meet changing skill requirements; developing new certification standards and processes; and, piloting innovative practices to address gaps in workforce supply, demand and skill levels.

Strengthening Industry Training

- Initiated an independent review of the role and mandate of the Industry Training Authority (ITA) in order

Mandate Letter Objectives

- *Working with the ministries of Advanced Education and Education develop a seamless 10-year skills training plan for students from high school trough entry into the workforce.*
- *Review sectoral jobs round tables outcomes to ensure that government is meeting the needs of industries as they face the challenges of a growing economy.*
- *Review role and function of Industry Training Authority*
- *Working with industry, training organizations and labour, identify areas of apprenticeship reform to improve results and reduce barriers to apprenticeship participation either on the part of employers or apprentices*
- *Working with the Ministry of Education, identify best practices and pilot new programs to ensure high school students are able to obtain applied trades skills while in high school.*

to strengthen and revitalize the industry training system. All 29 recommendations made in the final report of the ITA review were accepted and will be implemented as part of *B.C.'s Skills for Jobs Blueprint*.

Training for Jobs

- Negotiated B.C.'s participation in the new six-year Canada-B.C. Job Fund Agreement, which replaces the Canada-B.C. Labour Market Agreement, and includes a new Canada-B.C. Job Grant to help British Columbians get the training they need for available jobs and put skills training decisions in the hands of employers. Employers will be eligible for grants of up to $15,000 per person to support anyone who is employed within their organization who wants to improve their skills to get a better job, as well as unemployed people if the employer intends to hire that individual at the conclusion of the training. Programs to support under-represented groups will remain a priority and government continues to work with employers, employment service providers and Aboriginal communities to increase the participation of Aboriginal people, persons with disabilities and women in the labour market.

Students, educators and employers came together on the steps of the B.C. legislature for the launch of B.C.'s Skills for Jobs Blueprint on April 29, 2014.

LNG – A Generational Opportunity

Building Momentum

- Build momentum for B.C.'s liquefied natural gas (LNG) industry by:
  - supporting the Premier's November 2013 trade mission to Asia that strengthened relationships with the region's LNG industry.
  - developing and executing the successful labour and skills LNG trade mission to Ottawa.
  - leading the Premier's Liquefied Natural Gas Working Group to create a road map for meeting the industry's workforce needs.
  - developing and commencing implementation of the LNG-Buy BC program that helps link B.C. businesses with LNG investors looking to invest in the province. One hundred B.C. companies registered to take part in the trade show that took place during the Second International LNG Conference held in Vancouver in May 2014. Over 300 B.C. companies have already benefited from LNG-Buy BC workshops held across the province.

Growing the Economy

Jobs Plan Progress

Mandate Letter Objective:

Refresh, set new ambitious goals and continue implementation of BC Jobs Plan.

• Released the 24-Month Jobs Plan Progress Report with a strong focus on small business and manufacturing and added 60 new commitments to continue driving growth. Additional Jobs Plan initiatives undertaken by the Ministry in 2013/14 are described below.

Growing the Aerospace Sector

• Funded the Aerospace Industries Association of Canada's Pacific Division $1 million to support growth in the aerospace sector. The funding is part of government's commitment to provide $5 million over five years to develop a more unified aerospace industry cluster in B.C., helping attract investment and integrated contract sourcing from aerospace global firms.

Growing Tourism

• Established Destination BC, an industry-led Crown corporation to market British Columbia to the world and promote the growth of our tourism industry. In its first year of operations, Destination BC developed 130 marketing promotions with key international tour operators, generated substantial unpaid publicity for B.C. in key markets (including over 9,000 B.C. articles published in North American outlets in 2013), and delivered strong results with its ski campaign, targeting the North American market.

Mandate Letter Objective:

Execute on our provincial tourism strategy and achieve goals as described in Gaining the Edge.

• Achieved continued growth with Gaining the Edge, the Province's five-year tourism strategy:

- International overnight arrivals to B.C. were up 4.6% in 2013. This included a 4.3% increase in arrivals from the U.S., B.C.'s largest international market (for a total of nearly 3 million visits in 2013), a 7% increase in arrivals from India (49,807 total visits) and a 26.1% increase in arrivals from China (161,047 visits).
- 2013 accommodation statistics show the sector performing more strongly than during 2012, with growth in both hotel occupancy and room rates across much of B.C.
- Tourism continued to provide jobs for over 127,000 British Columbians across every region of the province in 2013.

Growing Film & Digital Effects Industry

- Established Creative BC as a one-stop shop for B.C.'s growing film, television and digital media industries as well as the wider creative sector (including magazine and book publishing and the music industry).

- Expanded the 12 per cent distant location regional tax credit to include the Capital Regional District. Victoria and surrounding communities are now competitive with the rest of Canada to attract film productions.

Mandate Letter Objectives:

Implement film industry commitments as outlined in Strong Economy, Secure Tomorrow including increased tax credits for post-production and a new BC Film Commission office in California.

Hi-tech Successes

- The technology sector is one of the eight priority sectors identified in the Jobs Plan and the Ministry collaborates with the Ministry of International Trade and others to attract investment and strengthen our technology industries. Recent successes include Sony Pictures Imageworks' announcement to move its headquarters to Vancouver and Microsoft's decision to establish a Canada Centre of Excellence in Vancouver.

Growing Trade & Investment

- Supported Premier Clark's Jobs and Trade Mission to China, Korea and Japan which achieved twenty-one signed or witnessed agreements representing an investment value of $43.8 million and a trade value of $93.9 million. B.C. LNG opportunities provided the major theme for the mission, with B.C. delegation members representing numerous other sectors including information and communications technology, education, and the green economy.

Mandate Letter Objective:

Working with the Ministry of International Trade and the Intergovernmental Relations Secretariat, act as lead ministry for Premier's trade missions.

- Provided the business-to-government connections and support, through the Major Investments Office, that led directly to the Qinhuangdao Economic Trade and Development Zone making Terrace its primary choice for a 1,000 acre industrial park—a potential $117 million investment and the creation of 2,000 jobs.

Growing Business

- Worked to create and supported the Premier's Women's Economic Council, which offers advice on how to expand women's business opportunities in key sectors. The Council includes members from various regions and industries, including business leaders representing the key sectors identified in the B.C. Jobs Plan.

Members of the Premier's Women's Economic Council meet with Premier Christy Clark and Ministers Shirley Bond and Naomi Yamamoto during their inaugural meeting on April 2, 2014.

- Supported, via the Provincial Nominee Program, 175 new entrepreneurs to obtain initial work permits for the

purpose of establishing businesses and creating jobs in British Columbia, which will lead to future nominations. We are negotiating with our Federal counterparts to increase B.C's nominations.

Safe, Healthy and Fair Workplaces

Working Together

• Worked with partners to expedite a resolution to a container truckers' withdrawal of service to get goods moving through Port Metro Vancouver, Canada's busiest port. This port directly supports over 38,000 jobs and contributes approximately $6.7 billion to B.C.'s gross domestic product.

• Appointed a special administrator, with WorkSafeBC's Board, to provide an independent review of the inspection and investigation regime following the tragedies at the Babine and Lakeland-operated mills where dangerous levels of combustible sawdust were identified as the trigger for two sawmill explosions. On March 31, 2014, Government, the forest industry, organized labour, and WorkSafeBC issued a joint statement to announce an aggressive 90-day action plan on mill safety and the combustible dust strategy. This work is being informed by the recommendations of the "Dyble Report" issued in February 2014.

Supporting our Firefighters

• Developed legislation under the *Workers Compensation Act* to restore heart disease in firefighters as a presumptive disease. As a result, a firefighter will be able to receive workers' compensation support for this disease. B.C. leads Canada in recognizing heart disease in firefighters as a presumptive disease by legislation.

Small Business Opportunity

Small Business Accord

• Completed consultations with over 35,000 individuals and businesses to create the BC Small Business Accord to ensure that government initiatives and services consider the needs of small business.

• Implemented the BC Small Business Accord by:

- Establishing the Open for Business Awards, honoring communities that best demonstrate that they are operating within the spirit of the Accord.

Winners of the Open for Business awards were honoured at a ceremony during last fall's Union of British Columbia Municipalities annual convention.

- Launching the first-ever Premier's People's Choice Award to recognize and celebrate the best of the best of B.C.'s small business community.
- Getting off to a strong start on the LNG-Buy BC program to connect B.C. businesses with LNG investors. LNG-Buy BC will help ensure that businesses and communities around the province benefit fully from the generational opportunity of liquefied natural gas.
- Conducting the Doing Business with Government Project consultations with small businesses to identify ways to make it easier for small businesses to sell their goods and services to government. The Project's final report, was released in March 2014 and government has committed to implementing all 12 of its recommendations.
- Streamlining government's procurement process by introducing a two-page, short-form request for proposals (RFP) in April 2014. We are also working to increase government's procurement from small businesses by 20 per cent over the next 4 years.
- Launching the MentorshipBC website to provide an online portal to raise awareness of business mentoring activities and programs throughout B.C.

Minister of State's Objectives:

- *Ensure implementation of the Small Business Accord and monitor for effectiveness of initiatives.*
- *Create and provide the Premier with options for best executing on the commitment to having the Premier's Small Business of the Year awards.*
- *With the Ministry of Technology, Innovation and Citizens' Services (MTICS) ensure that government RFP documents are reduced to two pages for contracts under $250,000.*
- *With MTICS, develop strategies and reporting systems to increase government procurement from small businesses by 20 per cent.*

(The Minister of State also shares objectives related to balancing the ministerial budget and executing on the provincial tourism strategy with the Minister of Jobs, Tourism and Skills Training).

The full text of the Accord and details on progress to date can be found on the Accord's webpage.

Controlling Spending

Balanced Budget

Mandate Letter Objective:

Balance your ministerial budget in order to control spending and ensure an overall balanced budget for the province of British Columbia.

• Supported government in achieving a balanced budget for 2013/14 by controlling the ministry budget and meeting all financial targets for the year. This was achieved by keeping spending in check across the ministry, identifying administrative efficiencies and managing staffing costs.

Purpose of Ministry

The Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour manages key lines of government service that help create the strong economy British Columbians need for a secure tomorrow. This means seizing the opportunities and responding to the challenges of a globalized economy in order to create new jobs, defend existing ones and position ourselves for long-term growth. To accomplish this, the Ministry works to ensure that:

- B.C. is recognized globally as a preferred place to invest and do business
- B.C.'s labour force is highly skilled and competitive
- Investment potential in each of British Columbia's regions and communities is maximized
- B.C.'s small business, tourism and creative sectors are thriving
- B.C.'s workplaces are safe, healthy and fair

The Ministry leads cross-government efforts to implement government's economic strategy, *Canada Starts Here: The BC Jobs Plan*. The *Jobs Plan* is built around three pillars — enabling job creation, opening and expanding markets, and getting goods to market — and rests on a foundation of fiscal responsibility and a skilled labour force. The Ministry also collaborates with government, industry and communities to help advance government's liquefied natural gas (LNG) agenda and assist B.C. in capitalizing on this once-in-a-lifetime opportunity.

A preferred place to invest and do business

The Ministry works to support B.C. in becoming the preferred place for business and investment. As an integral part of the *BC Jobs Plan*, the Ministry's Major Investments Office (MIO) works directly with prospective investors whose projects have the potential to provide significant economic and job creation benefits for British Columbia (this includes supporting the work of the Ministry of Natural Gas Development with LNG proponents). The MIO provides client-focused and personalized business services to help major investors save time and money, minimize risk and maximize certainty as their project proposal moves through provincial regulatory and approval processes.

The Ministry also works to reduce red-tape that makes it difficult for citizens and businesses to interact with government. This results in simplified processes for businesses, easy access to services for citizens, and a more competitive investment climate for B.C. As part of these efforts, the Ministry works to ensure that government meets its commitment to a net zero increase in regulatory requirements up to 2015.

A highly skilled and competitive labour force

The Ministry plays a leadership role in ensuring that B.C. has the workforce it needs to maximize its economic potential. This means aligning skills training to where the jobs are, ensuring that training matches the needs of employers, and leading attraction and retention efforts of workers from across Canada and around the world.

The Ministry works closely with the Ministries of Education and Advanced Education to implement the *B.C.'s Skills for Jobs Blueprint*—government's comprehensive strategy to re-engineer B.C.'s education and apprenticeship systems. The *Blueprint* sets out a seamless path for our young people from school, through post-secondary education and into the workplace. It lays out a major shift to a data-driven system where training dollars and programs are targeted to jobs in demand and adjusted as the economy evolves. The Ministry is also working with others—including the Ministry of Aboriginal Relations and Reconciliation and the Ministry of Social Development and Social Innovation—to refocus the Industry Training Authority (ITA) to align with this shift and the 29 recommendations of the independent ITA review.

The Ministry takes a leadership role in bringing together representatives from private sector unions, LNG proponents, and government to identify strategies that will ensure British Columbians have the training and skills to be first in line for the thousands of jobs the industry will create.

Investment potential in regions and communities is maximized

The ministry works with communities, employers, investors and other partners to enable investment and job creation in communities and regions across B.C. This includes:

- Sharing best practices in economic development.
- Facilitating regional economic collaboration and priority setting.
- Connecting communities, industries, associations and government on issues critical to provincial economic development.
- Providing communities, industries and associations with information on programs and initiatives supporting economic development.
- Helping communities recover from unplanned and unforeseen events that have significant negative impact their local economies.
- Advocating for greater share of federal procurement to B.C. suppliers and contractors.

Key alliances of the Ministry include supporting the work of the Aboriginal Business and Investment Council and the BC Business Council. The Ministry also works with regional economic development trusts — including the Nechako-Kitamaat Development Fund Society, the Northern Development Initiative Trust, the Island Coastal Economic Trust, and the Southern Interior Development Initiative Trust — three Beetle Action Coalitions — including the Omineca Beetle Action Coalition, the Cariboo Chilcotin Beetle Action Coalition and the Southern Interior Beetle Action Coalition — as well as other economic development agencies, associations, funds and societies to align on-the-ground efforts to sustain potential employment achieve the best regional economic outcomes.

Thriving small business, tourism and creative sectors

The Ministry works with small businesses to advance their economic competitiveness. It does this by providing businesses with access to tools and resources through Small Business BC and by delivering on key actions that support the BC Small Business Accord. The Small Business Roundtable and the business community as a whole are critical partners in identifying actions that government and others can take to increase economic competitiveness.

The Ministry is responsible for developing, coordinating and leading the implementation of government's agenda for tourism—one of B.C.'s most important industries. This includes working collaboratively across and between governments to refresh and implement *Gaining the Edge*, government's five-year tourism strategy. The Ministry also coordinates activities between government and Destination British Columbia—an industry-led, tourism marketing Crown corporation. The Ministry focuses its activities on strategies and policies that increase the competitiveness of British Columbia's tourism sector.

The Ministry also builds partnerships to drive growth and job creation across the creative sector. Through a partnership with the Ministry of Finance, the Ministry supports the delivery of more than $375 million in film, television and interactive digital media tax credits and works with key partners to establish a British Columbia presence in Los Angeles, California. Through its funding to Creative BC, the Ministry supports long term planning for the creative sector, a broad range of services, production support, funding for international marketing, and support for domestic content development.

Safe, healthy and fair workplaces

The Ministry promotes awareness of B.C.'s labour laws among employers, workers and unions and establishes processes to administer and enforce their application. We do this through the Employment Standards Branch, the Workers' Advisers Office and the Employers' Advisers Office as well as three independent tribunals—the Labour Relations Board, the Employment Standards Tribunal and the Workers' Compensation Appeal Tribunal. These entities are

established under our key pieces of legislation that include the *Employment Standards Act*, the *Workers Compensation Act* and the *Labour Relations Code*.

The Ministry also builds relationships with employer and worker stakeholders groups and is responsible for WorkSafeBC, which is an employer-funded organization responsible for setting and enforcing health and safety standards and providing compensation and rehabilitation to injured workers. Other key functions of the Ministry include conducting fact-finding and research on behalf of government, providing assistance to parties in collective bargaining disputes, assisting and representing workers and employers with the workers' compensation system, resolving complaints under the *Employment Standards Act* and educating workers and employers about their rights and obligations. These activities support the objectives of the *BC Jobs Plan* by contributing to a stable labour environment, one that balances the interests of workers and employers, and helps give B.C. an economic advantage over other jurisdictions. The Ministry will continue to support the *BC Jobs Plan* and the *Strong Economy, Secure Tomorrow* by ensuring that B.C.'s labour laws and policy keep pace with and reflect the ever-changing world of work.

Strategic Context

The Ministry's work to enhance B.C.'s economic prosperity takes place in a context of world markets and a variety of other external factors. This section discusses some of the key external realities faced by the Ministry and its stakeholders during the past fiscal year.

A preferred place to invest and do business

British Columbia is ideally positioned for international investors contemplating large initiatives. We have a long history of political and economic stability, a strategic location on the west coast of North America, and a wide range of economic opportunities. But the competition for investment dollars is both global and intense and B.C. must actively work to position itself as the preferred destination for major investment. The Ministry does this by supporting the investment attraction efforts of the Ministry of International Trade and by working closely with major investors to take their projects from idea to completion.

Regulatory reform reduces the cost and time of doing business. This, in turn, can be reinvested in the business to create more jobs. Since 2001, the Province has reduced regulatory requirements by 42 per cent and focused efforts on streamlining and simplifying government processes. This has made British Columbia a world leader in regulatory reform and smart regulation and an even more attractive destination for international investment.

A highly skilled and competitive labour force

The Ministry's labour market forecasts indicate that there will be one million job openings by 2022, with two-thirds of these due to retirements and one-third to new jobs being created as the economy expands. More than three quarters of those million job openings will require some form of post-secondary education and training, even though today only 50 per cent of our young people have that level of training. Additionally, some British Columbians such as at-risk-youth, Aboriginal people and persons with disabilities still face unique challenges in finding their place in the workforce. The *B.C.'s Skills for Jobs Blueprint* is a comprehensive re-engineering of our trades training and education system to address these challenges.

Investment potential in regions and communities is maximized

The Ministry works to provide the environment in which business and industry can thrive and where citizens can enjoy prosperous lives, now and for years to come. We work with communities and regions to identify economic development priorities, share best practices and provide expertise on the ground throughout B.C. We assist communities to improve investment attraction and business retention and expansion. We ensure that communities are informed and prepared to make good decision that support economic development.

Staying closely connected with industry to understand any barriers to growth is imperative and we work cross-government to remove those barriers by informing government decisions and policies. Helping industry and communities connect to appropriate government services helps to ensure success of investment readiness in all regions and communities of the province.

Thriving small business, tourism and creative sectors

Small business drives job creation, productivity and economic growth. There are approximately 385,900 small businesses in British Columbia, accounting for 98 per cent of all businesses in the province. These businesses employ over one million people, generate 26 per cent of the province's GDP, and account for 85 per cent of all provincial exporters.

Tourism is one of British Columbia's most important industries. The tourism sector generated about $7.1 billion of GDP in 2012 (up 1.5 per cent from 2011) and employed approximately 127,000 British Columbians. While data for 2013 is not yet available, early indicators point to continued growth. This growth is especially encouraging given challenges such as a high-valued Canadian dollar, continued economic instability around the globe, and growing competition from emerging tourism destinations, such as Eastern Europe and Southeast Asia. Additionally, there are significant opportunities to further grow our tourism markets as growing middle classes in China and other Asian countries become increasingly interested in travel.

British Columbia's creative sector remains world-class. British Columbia is a key location for film and TV production, a growing hub for digital animation and visual effects, and our interactive digital media industry is gaining global recognition. The motion picture industry spends more than $1 billion annually in British Columbia, generating an estimated 25,000 jobs. B.C. remains home to more than 2,100 digital media and wireless businesses employing approximately 24,200 workers and generating $4.2 billion in revenue. B.C.'s music and sound recording industry hosts world-class studio facilities and generates more than $500 million in revenue.

Safe, healthy and fair workplaces

The world of work is ever-changing. Demographics, technology, skills shortages, new and emerging industries, work/life balance and the increasing global influence on employment relationships are just some of the factors transforming how, when and where we work, along with the kinds of work we do. We must keep pace with these changes and ensure that labour law and policies are aligned with current and future realities as well as the changing needs of workers, employers and workplaces.

The needs of employers are always changing. Over the past decade, B.C.'s demand for employees has grown in construction natural gas, and mining. While this increasing demand represents a tremendous opportunity for employment and economic growth, there is a need to ensure that less experienced and new workers are aware of their right to safe and healthy workplaces. Ensuring workers and employers understand their workplace rights and responsibilities requires new communication, outreach and educational strategies. The Ministry also remains focussed on facilitating access to dispute resolution and other mechanisms to protect the public interest.

Report on Performance

Performance Results Summary Table

Goal 1: British Columbia is recognized globally as a preferred place to invest and do business For greater detail see pages 22 to 25	2013/14 Target	2013/14 Actual
1.2 Foster a business climate that supports small business, improves investment readiness and encourages economic development Performance Measure 1: Number of government-wide regulatory requirements	0 net increase	-9.8% EXCEEDED
1.3 British Columbia has a dynamic and sustainable creative industry Performance Measure 2: Value of annual motion picture production expenditures in British Columbia	$1.1 billion	$1.37 billion EXCEEDED
Goal 2: Investment potential in British Columbia's regions and communities is maximized. For greater detail see pages 25 to 26		
Goal 3: British Columbia has a highly skilled and competitive labour force For greater detail see pages 27 to 32	**2013/14 Target**	**2013/14 Actual**
3.1 Support British Columbians to develop the skills needed to take advantage of job opportunities in B.C. Performance Measure 3: Number of clients supported to access the labour market.	42,497	46,370 EXCEEDED
3.2 Attract and retain new workers, entrepreneurs and students throughout British Columbia and facilitate integration of them and their families. Performance Measure 4: Number of foreign workers and entrepreneurs nominated for permanent immigration through the Provincial Nominee Program.	4,125	4040 SUBSTANTIALLY ACHIEVED

Goal 4: Safe, healthy and fair workplaces where employers and workers prosper and contribute to British Columbia's economic growth and prosperity. For greater detail see pages 32 to 35	**2013/14 Target**	**2013/14 Actual**
4.2 Clients and stakeholders are aware of and understand labour requirements and processes. Performance Measure 5: Percentage of employers whose employment practices resulted in no complaints being registered with the Employment Standards Branch.	96.5 - 98.5%	97.8% ACHIEVED
4.3 Accessible, reliable and timely services Performance Measure 6: Percentage of Employment Standards Branch cases resolved within 180 days.	greater than 78%	74.5% SUBSTANTIALLY ACHIEVED
Performance Measure 7: Client satisfaction with Employers' Advisers Office (EAO) and Workers' Advisers Office (WAO).	90% of employers satisfied with EAO	91% EXCEEDED
Goal 5 : British Columbia's tourism industry is globally competitive and sustainable For greater detail see pages 36 to 38	**2013/14 Target**	**2013/14 Actual**
5.3 Maximize efficiency and effectiveness of marketing within the B.C. tourism industry Performance Measure 8: Provincial Tourism Revenues.	$15.1 billion	DATA NOT AVAILABLE[1]

Goals, Objectives, Strategies and Performance Results

Goal 1: British Columbia is recognized globally as a preferred place to invest and do business.

Objective 1.1: Increase B.C.'s economic development and competitiveness.

Strategies

Key strategies over the past year included:

[1] Results to be published in Destination BC's *Value of Tourism in British Columbia* report, anticipated to be released in the fall of 2014.

- Through the Major Investments Office, leading and working with ministries and agencies to support job creation by working directly with investors proposing significant projects.
- Utilizing the Hosting Program to ensure significant investors have a positive experience when visiting B.C.
- Facilitating a welcoming economic environment to attract international and domestic investments.
- Increasing global awareness and market share of B.C. manufactured products.
- Promoting and positioning B.C. companies to gain a larger share of industrial regional benefits through increased federal contract procurement.
- Increasing B.C.'s trade, investment and competitiveness by implementing initiatives in response to the BC Jobs and Investment Board's recommendations.

Objective 1.2: Foster a business climate that supports small business, improves investment readiness and encourages economic development.

Strategies

Key strategies over the past year included:

- Establishing partnerships with public and private sector organizations to raise awareness of, increase access to, and deliver programs that support the sustainability and growth of the small business sector, creating new jobs for British Columbians.
- Identifying and addressing key issues facing small businesses throughout British Columbia to ensure that government policies and services are effective and efficient for business owners. This included a strong start to the work needed to achieve government's goal of a 20 per cent increase in government procurement from small businesses over the next four years.
- Increasing business competitiveness by reducing the time and cost of complying with government regulatory requirements or accessing government services (for example, by promoting alignment of federal, provincial and local government regulatory requirements).
- Identifying and addressing regulatory barriers in the key sectors targeted in the *BC Jobs Plan*.

Mobile Business License Program

The Ministry expanded its Mobile Business Licence Program in 2013/14 with two new agreements: involving six communities in the Metro West region—including the City of Vancouver—and 12 communities in the Central Vancouver Island region. These agreements reduce red tape for mobile businesses (e.g. electricians, plumbers, caterers) by allowing them to purchase one licence for multiple communities, rather than obtaining licences for each community in which they operate. There are currently 10 mobile business licence agreements in B.C., involving 69 communities.

Performance Measure 1: Number of government-wide regulatory requirements.

Performance Measure	2004 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Number of government-wide regulatory requirements	228,941	206,059	0 net increase[1]	206,566 -9.8% EXCEEDED	0 net increase	0 net increase	N/A[2]

Data Source: Regulatory Reform database. Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour.

[1] As measured against the 2004 baseline.

[2] Government has committed to a zero net increase in regulatory requirements up to 2015.

Discussion of Results

Since 2001, the Province has reduced regulatory requirements by 42 per cent and focused efforts on streamlining and simplifying regulatory reform and government processes. Reducing the regulatory burden placed on citizens and businesses is critical to ensuring British Columbia's economic competitiveness, and to providing all citizens with easy access to government service and programs.

The net zero increase target for this measure reflects government's strong commitment to making British Columbia a leader in regulatory reform and British Columbia will continue to hold the line on regulatory requirements until 2015. The Ministry publishes the regulatory requirements count information on its website at www.gov.bc.ca/regulatoryreform.

Objective 1.3: British Columbia has a dynamic and sustainable creative industry.

In April 2013, government launched Creative BC, a non-profit society dedicated to championing British Columbia's creative sector (including film, television and digital media, as well as magazine and book publishing and the music industry). As a result, several of the strategies originally outlined in the Ministry's service plan for 2013/14 were transferred to Creative BC during the year and are not included in this annual report. Information on Creative BC's activities in 2013/14 may be found in its annual report, anticipated to be released on the society's website in the fall of 2014.

Strategies

Key strategies over the past year included:

- Working with Creative BC to provide a range of innovative programs and effective tax credit administration to support the growth and development of B.C.'s creative industry.
- In partnership with other ministries, working to build new opportunities for B.C.'s screen-based content and services in emerging markets such as Asia.

- Working with the Ministry of International Trade's trade and investment representatives internationally to profile B.C.'s screen-based capabilities and attract investment.

Performance Measure 2: Value of annual motion picture production expenditures in British Columbia.

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Value of annual motion picture production expenditures in British Columbia.	$1.22 billion	$1.1 billion	$1.37 billion EXCEEDED	$1.1 billion	Maintain or improve	Maintain or improve

Data Source: Creative BC. Data is based on calendar years (i.e., 2014/15 target is for 2014).

Discussion of Results

This measure demonstrates the B.C. motion picture sector's contribution to the economy and how the province has been able to maintain its position as a world-class centre for all types of motion picture production including B.C.'s rapidly growing digital animation and visual effects sector. Despite a slow production start in 2013, production data indicates B.C.'s motion picture industry experienced an upward swing mid-2013 resulting in production expenditures contributing over $1 billion to the provincial economy in 2013.

Goal 2: Investment potential in British Columbia's regions and communities is maximized.

Investment is a key contributor to economic growth. The Ministry works to engage communities and regions to become investment-ready by supporting economic development strategies that make investment a priority, and by attracting and facilitating investment across the province in order to drive job creation.

The Economic Development in BC newsletter, launched in October 2013, supports local development efforts in each of the eight key industry sectors.

Objective 2.1: Improve investment attraction and retention in all regions of the province.

Strategies

Key strategies over the past year included:

- Assessing and actioning the recommendations of the BC Jobs and Investment Board.

- Focusing Major Investments Office efforts on high-potential investment opportunities located in all regions.
- Partnering with the Aboriginal Business and Investment Council to help improve Aboriginal participation in the economy by encouraging economic growth in Aboriginal communities.
- Actively engaging with communities, industry associations, economic development agencies and trusts and other areas and levels of government to inform policy and legislative options that stimulate and diversify rural and regional economies.

Objective 2.2: Increase economic diversification and resilience across B.C.

Strategies

Key strategies over the past year included:

- Providing training on economic development best practices to local governments throughout all eight economic regions of B.C.
- Facilitating regional economic development workshops to identify regional assets, set priorities and develop economic development strategies for the regions.
- Providing communities and businesses with online economic development tools and access to land use data that support regional economic diversification and investment readiness, including:
    - BC Economic Atlas - spatial data for economic development.
    - Business Hosting and Investment Readiness Toolkit.

OpportunitiesBC

Approximately 700 investment opportunities now are listed on the OpportunitiesBC online database, a free, searchable tool that features business opportunities in British Columbia. OpportunitiesBC provides a one-stop location to search for businesses and projects around British Columbia. Searches can range from locating small businesses and large parcels of industrial land for sale to entrepreneurs seeking investment partners. In 2013, there were 150,000 page views and significant traffic from India, China and the United States.

Goal 3: British Columbia has a highly skilled and competitive labour force.

A highly skilled and competitive labour force is vital to economic growth needed to support the prosperity of families across the province. In line with *B.C.'s Skills for Jobs Blueprint*, the Ministry provides leadership to reduce demand-supply gaps in the labour market through targeted, data-driven skills development programs and labour information. It focuses investments to meet regional and sector-based labour market needs and by helps employers and workers connect efficiently. In addition to helping B.C. meet its workforce needs, immigrants add to community renewal and innovation by contributing their ideas and energy to the social, civic and cultural fabric of the province's communities and workplaces. The Province will continue to support our reputation as an attractive and welcoming destination for all.

Objective 3.1: Support British Columbians to develop the skills needed to take advantage of job opportunities in B.C.

Strategies

Key strategies over the past year included:

- Developing the *B.C.'s Skills for Jobs Blueprint*—a comprehensive strategy to re-engineer B.C.'s education and skills training system—in close collaboration with the Ministries of Education and Advanced Education.
- Conducting a comprehensive review of the role, mandate and governance of the Industry Training Authority.
- Successfully negotiating the terms of the Canada-B.C. Job Fund—an innovative, employer-driven approach to skills training programming—with the federal government.
- Working with the Industry Training Authority

Data-driven decisions

To make the most effective use of our education and training resources, the Skills for Jobs Blueprint will ensure that the most up-to-date labour market information is used to guide government decisions and spending priorities. Reliable and up-to-date information will enable government to better match training and education programs with industry needs and to provide the best information on labour market trends to educators, counsellors, students and their families.

to create a more effective trades training system, including offering programs based on labour market information, piloting flexible training delivery models, introducing four regional apprenticeship advisors (located in Nanaimo, Kelowna, Prince George and Terrace) and a manager to support apprentices and employers.

- Creating regional workforce tables in the Northwest, Northeast and Kootenay Regions bringing together employers, labour, industries, communities, chambers of commerce and local trainers to ensure that training is matched with regional employment needs.
- Providing approximately $6.8 million to industry sector partnerships to help them identify their skills and workforce needs.
- Providing $17 million in 2013/14 to enable workers to take on higher skill/higher pay work and help sectors address specific skills needs through the Employment Skills Access and Labour Market Sector Solutions Programs.
- Providing close to $14 million to introduce over 1,600 unemployed and/or low skilled individuals to trades careers, with a particular focus on underrepresented groups such as Aboriginal people, women and immigrants.
- Implementing sector-specific initiatives to facilitate foreign qualifications recognition and immigrants' integration into the labour market and the economy.
- Improving and re-launching the WorkBC.ca site, which uses innovative platforms and social media to help all British Columbians make informed education, training and career decisions and to promote entrepreneurship.
- Working with industry to develop new labour market projections across all regions and sectors of the province, including detailed occupations forecasts for the LNG sector.

Re-launching WorkBC.ca

The WorkBC.ca is an online access point to the world of work in British Columbia, for both employers and job seekers. The site was completely refreshed and re-launched in November 2013. Visits to WorkBC.ca increased 58% to 1.5 million in the three months following launch and WorkBC's Twitter, Facebook and LinkedIn audiences grew from approximately 4,000 to 100,000.

- Working with our New West Partnership Agreement partners—Alberta and Saskatchewan—to reach further agreement on the removal of barriers to the mobility of apprentices across western Canada.

Performance Measure 3: Number of clients supported to access the labour market

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Number of clients supported to access the labour market	46,518	42,497[1]	46,370 EXCEEDED	N/A[2]	N/A[2]	N/A[2]

Data Source: Labour Market and Immigration Division, Ministry of Jobs, Tourism and Skills Training.

[1] Targets are subject to budget appropriations and federal government support. See the discussion section below for details.

[2] Measure discontinued after the 2013/14 year. Results will continue to be monitored internally.

Discussion of Results

This performance measure sets targets for the number of clients served by Ministry programs under the Canada-B.C. Labour Market Agreement, the Targeted Initiative for Older Workers and a portion of the Canada-B.C. Immigration Agreement. These include essential skills training, the Aboriginal training and employment initiative, skills training for low-skilled employed and unemployed workers, and the BladeRunners program for youth at risk, as well as Skills Connect and English language training for adult immigrants.

A large portion of the above programs are supported with federal funding transferred to B.C. under the Canada-B.C. Immigration Agreement. In April 2012, Canada advised B.C. that it will re-assume responsibility for the design and delivery of these federally-funded immigrant settlement programs and services. This measure was discontinued after the 2013/14 service plan and the Ministry is considering alternative measures for future public reporting.

Industry Sector Partnerships

In 2013/14, 34 Labour Market Partnership Program agreements were funded in key Jobs Plan sectors inlcuding: Natural Gas, Mining, Agrifoods, Tourism, Transportation and Forestry. For example, the BC Natural Gas Workforce Committee, led by the BC Resource Training Organization was provided $434,500 (October 1, 2013 to October 1, 2014) to implement actions identified as priority activities in the BC Natural Gas Workforce Strategy & Action Plan.

Objective 3.2: Attract and retain new workers, entrepreneurs and students throughout British Columbia and facilitate integration of them and their families.

Strategies

Key strategies over the past year included:

- Implementing key recommendations of B.C.'s Immigration Task Force, including:

  - Expanding and promoting the Provincial Nominee Program to attract and retain more immigrants to help meet regional economic and labour market needs. This included negotiating an increase in B.C.'s PNP allocation with the federal government. The Ministry will continue to advocate for increased allocations and will work to ensure it is treated fairly by the federal government under the PNP.
  - Improving employers' access to workers from outside the province by providing them with access to information and supports in accessing programs, implementing international talent attraction strategies as well as pilot projects to streamline the attraction and retention of temporary foreign workers and international students in B.C.
  - Working with Canada to enhance the responsiveness of federal immigration programs to B.C.'s particular labour market and economic needs.
- Developing and implementing social marketing strategies to promote B.C. as a destination of choice to work and live.
- Delivering over $120 million in immigrant settlement and integration services to increase access to settlement services and improve the integration of immigrants and their families throughout the province in 2013/14.
- Collaborating with local governments, organizations, sectors and employers to build welcoming and inclusive communities and workplaces, where immigrants and their families can fully participate in B.C.'s social and economic development.
- Collaborating with the federal government on the development of a new immigration entry system to improve efficiency and better match immigrant skills to the labour market needs.
- Expanding newcomer-focused labour market information with more than 200 job profiles and 67 flow charts to help internationally trained professionals navigate the Foreign Qualifications Recognition (FQR) process.
- Successful awareness campaign, including a strong social media component, increased traffic to WelcomeBC.ca by 183 per cent.

Performance Measure 4: Number of foreign workers and entrepreneurs nominated for permanent immigration through the Provincial Nominee Program.

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Number of foreign workers and entrepreneurs nominated for permanent immigration through the Provincial Nominee Program (PNP).[1]	4,035	4,125	4,040 SUBSTANTIALLY ACHIEVED[2]	100%[3]	Maintain[3]	Maintain[3]

Data Source: Labour Market and Immigration Division, Ministry of Jobs, Tourism and Skills Training.

[1] Includes Business and Strategic Occupations/Skilled worker categories.

[2] Fiscal year nomination targets are pro-rated from calendar year nominations allocated by the federal government. The 2013/14 fiscal year target was based on a confirmed 2013 calendar year allocation of 3,800 nominations, and a forecasted 2014 calendar year allocation of 5,000. Because the actual 2014 allocation was only 4,150 the original 2013/14 fiscal year target is overstated.

[3] This measure was adjusted in the 2013/14 Revised Service Plan to measure the "percentage of foreign worker and entrepreneur nominations processed each year, based on the total Provincial Nominee Program (PNP) targets allocated by the federal government."

Discussion of Results

The Provincial Nominee Program (PNP) is designed to increase the economic benefits of immigration to the province by recruiting and retaining skilled and entrepreneurial immigrants based on provincial economic needs, priorities and selection criteria. It offers accelerated immigration for qualified skilled workers and experienced entrepreneurs and investors who can contribute to the economy.

This measure indicates the number of principal applicants (excluding family members) in the PNP. While the PNP is a provincially administered program, the federal government sets the annual number of nominations available to each province and is responsible for issuing permanent resident visas. For the 2013 calendar year the federal government allocated 3800 nominations, and provided an additional 20 nominations as part of the federal redistribution process in December 2013. The province met 100% of this target.

The service plan target overstates the potential nominations available as it was based on a forecasted federal government allocation of 5,000 nominations for the 2014 calendar year, whereas the actual allocation for 2014 was 4,150 (see footnote 2, Performance Measure 4 table). Total nominations for the 2013/14 fiscal year are the highest number achieved to date under the PNP.

In addition to the 2013/14 nominations, the PNP supported 175 new entrepreneurs to obtain initial work permits for the purpose of establishing businesses and creating jobs in British Columbia, which will lead to future nominations. Since 2009, entrepreneurs attracted through the PNP have created over 1,300 jobs for British Columbians. The Province will continue to negotiate for higher PNP allocations with the federal government.

Goal 4: Safe, healthy and fair workplaces where employers and workers prosper and contribute to British Columbia's economic growth and prosperity.

The Ministry supports the *BC Jobs Plan* by maintaining a stable labour environment in the province and by supporting a fair workers' compensation system and by ensuring minimum employment standards are met. In practice, this means reducing strikes and labour disruptions by monitoring and assisting parties in negotiations. It also means balancing the interests of employers and workers. We do this through employment standards and workplace health and safety standards that attract and protect all B.C. workers and create a level playing field that supports investment and businesses, and through a fair and equitable workers' compensation system for workers and employers.

Objective 4.1: Labour laws and policy are responsive to, and supportive of, the evolving world of work.

Strategies:

Key strategies over the past year included:

- Monitoring the evolving world of work and collecting feedback on labour laws, policy and other key issues through ongoing communication and dialogue with workers, employers, stakeholders and the public.
- Identifying opportunities to enhance labour laws and policy to ensure they align and support strategic outcomes, including the *BC Jobs Plan*.

Legislation developed in 2013/14 under the Workers Compensation Act restores heart disease in firefighters as a presumptive disease.

Objective 4.2: Clients and stakeholders are aware of and understand labour requirements and processes.

Strategies:

Key strategies over the past year included:

- Conducting outreach, education and training, and making educational materials available in relation to employment standards, the workers' compensation system and the *Labour Relations Code*.
- Leveraging our workforce's diverse abilities and skills to deliver multilingual services where practicable, including videos, written materials and translated voice services.
- Providing direct workers' compensation assistance, guidance, representation and advisory services to workers and employers through the Workers' Advisers Office and the Employers' Advisers Office.

Performance Measure 5: Percentage of employers whose employment practices resulted in no complaints being registered with the Employment Standards Branch.

Performance Measure	2004/05 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of employers whose employment practices resulted in no complaints being registered with the Employment Standards Branch	97.7%	97.6%	96.5 - 98.5%	97.8% ACHIEVED	97.7%	97.7%	97.7%

Data Source: Labour Division, Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour.

Discussion of Results

This performance measure is both a reflection of labour stability and employer and worker knowledge of requirements and processes. The measure is determined by dividing the total number of employers subject to complaints filed with the Employment Standards Branch within a fiscal year by the total number of business establishments with at least one employee throughout the province. A high percentage of employers without employee complaints registered with the Employment Standards Branch indicates a comprehensive and wide-spread understanding of Labour requirements and processes. This in turn creates the stable labour climate that is foundational for supporting the *BC Jobs Plan* outcomes. While there are no

specific national benchmarks for this performance measure, other jurisdictions within Canada have also adopted this measure as a means to track labour stability.

The target range for this measure continues to reflect an ambitious and appropriate target for labour stability in our province.

Objective 4.3: Accessible, reliable and timely services

Strategies:

Key strategies over the past year included:

- Tracking, analyzing and reporting out on service timelines.
- Using client satisfaction surveys to gather feedback about how service delivery can be improved.

In 2013, the Employment Standards Branch disposed of 6,842 complaints alleging contraventions of the Act, recovered $6.288 million in lost wages, and issued $424,500 in penalties.

Performance Measure 6: Percentage of Employment Standards Branch cases resolved within 180 days.

Performance Measure	2010/11 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of Employment Standards Branch cases resolved within 180 days	78%	74.8%	greater than 78%	74.5% SUBSTANTIALLY ACHIEVED	greater than 78%	greater than 78%	greater than 78%

Data Source: Labour Division, Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour.

Discussion of Results

In 2011/2012, the Ministry developed this measure, which presents a timeliness indicator. The measure is based on a 2010/2011 baseline and is calculated by dividing the number of individual complaints resolved within 180 days by the total number of individual complaints filed.

Efforts on the part of the ESB to improve timeliness include taking a branch-wide approach to staffing to increase the efficiency of staffing actions, continuing to redistribute files across the province to reduce regional service disparities, and undertaking various process reviews and pilot projects aimed at increasing process efficiency, effectiveness and productivity. While still in progress, these reviews and projects have resulted in a 6 per cent increase in assignments closed per full time employee (FTE) in 2013/14 compared to 2012/13, and an 11 per cent increase compared to 2009/10.

Performance Measure 7: Client satisfaction with Employers' Advisers Office (EAO) and Workers' Advisers Office (WAO).

Performance Measure	2012/13 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Employer satisfaction related to EAO services (educating, advising, assisting and representing employers) as well as overall satisfaction with EAO	90%	90%	90% of employers satisfied with EAO	91% EXCEEDED	N/A[1]	N/A[1]	N/A[1]

Data Source: Employers' Advisers Office client satisfaction surveys. Labour Division, Ministry of Jobs, Tourism and Skills Training.

[1] This measure was discontinued after the 2013/14 Revised Service Plan.

Performance Measure	2004/05 Baseline	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Percentage of workers who are satisfied or very satisfied with WAO	73%	81%	N/A[1]	N/A[1]	N/A[2]	N/A[2]	N/A[2]

Data Source: Workers' Advisers Office client satisfaction surveys. Labour Division, Ministry of Jobs, Tourism and Skills Training.

[1] The WAO survey is conducted biannually. Results are available every second year.

[2] This measure was discontinued after the 2013/14 Revised Service Plan.

Discussion of Results

This measure demonstrates how satisfied clients are with the services provided by the Employers' Advisers Office (EAO) and the Workers' Advisers Office (WAO).

As front line service providers, the EAO uses client feedback to improve service delivery to ensure that employers receive the services, education and information that they need on workers' compensation and occupational health and safety to successfully manage and operate their business in B.C.

The WAO survey is conducted biannually. The next set of results will be presented in the 2014/15 annual report.

Goal 5: British Columbia's tourism industry is globally competitive and sustainable.

Due to its wealth of unparalleled tourism experiences, British Columbia is already recognized as an extremely desirable destination to visit. Government's five-year tourism strategy, Gaining the Edge, builds on these strengths by making progress in four key areas: industry leadership and partnership, marketing the visitor experience and removing barriers. British Columbia will undertake increasingly focused efforts to leverage our competitive strengths.

Objective 5.1: Ensure a Competitive and Sustainable Tourism Sector.

Strategies

Key strategies over the past year included:

- Overseeing the performance and accountability framework for Destination British Columbia.
- Ensuring a coordinated delivery of the Provincial tourism agenda, by ensuring that Destination British Columbia and government ministries are coordinated and that opportunities to leverage resources are pursued.
- Facilitating destination development to sustain and build B.C.'s competitive advantages.
- Working with partners across government to create an investment climate that promotes innovation and sustainability for the tourism sector (e.g. supportive taxation regimes, appropriate regulatory environment, maximize the economic potential of Crown assets).
- Identifying and advancing common tourism issues with federal, provincial and territorial governments.
- Facilitating access to Crown land for tourism development and programs, under the provincial "One Land Manager" integrated decision-making framework.
- Fostering solutions to labour shortages in B.C.'s tourism workforce, critical to tourism growth and investment attraction.

Objective 5.2: Attract visitors from priority markets and increase revenue per stay.

Strategies

Key strategies over the past year included:

- Increasing the flow of international travelers by working with the federal government and other provincial and territorial tourism ministries to improve traveler access (e.g. border issues, visa issues, air access).
- Increasing and improving the flow of domestic travelers by working across government.

Offering meaningful cultural experiences to travelers, Aboriginal tourism has become one of the fastest growing parts of B.C.'s tourism sector.

Objective 5.3: Maximize efficiency and effectiveness of marketing within the B.C. tourism industry.

Strategies

Key strategies over the past year included:

- Ensuring marketing decisions are informed by the needs of the Province.
- Supporting Destination British Columbia in the goal of coordinated marketing internationally, provincially, regionally and locally to achieve maximum efficiency and effectiveness.

Performance Measure 8: Provincial Tourism Revenues.

Performance Measure	2012/13 Actual	2013/14 Target	2013/14 Actual	2014/15 Target	2015/16 Target	2016/17 Target
Total provincial tourism revenues	$13.5 billion	$15.1 billion	Data Not Avaialble[1]	$16.1 billion	$17.2 billion	$18.0 billion

Data Source: Provincial tourism revenues are estimated by BC Stats from data on revenues of B.C. tourism businesses and an assessment of their dependence on spending by tourists. This measure is calculated on a calendar year basis (i.e. 2013/14 equals 2013). Revenue targets are based on 5% annual increase compounded from 2011 to 2016 to achieve the $18 billion target after 5 years.

[1] Results to be published in Destination British Columbia's *Value of Tourism in British Columbia* report, anticipated in the fall of 2014.

Discussion of Results

Provincial tourism revenues are an overarching industry indicator of tourism growth in the province, and a key measure for tracking the health and growth of the tourism industry. Increases and decreases are affected by numerous factors — such as exchange rates, fuel costs, international security policies, ease of air travel access and the provincial, national, and global economy — in addition to Ministry efforts aimed at supporting tourism.

The 2013/14 results for this measure will be made available by BC Stats in the fall of 2014 and will be published in Destination British Columbia's *Value of Tourism in British Columbia* report. Over the coming year, the Ministry will refresh Gaining the Edge, B.C.'s five-year tourism strategy, to further support growth in the tourism sector.

Report on Resources: Summary Table

	Estimated	Other Authorizations[1]	Total Estimated	Actual	Variance[2]
Operating Expenses ($000)					
Labour Market and Immigration Initiatives	17,248	0	17,248	15,465	(1,783)
Tourism and Small Business	7,323	0	7,323	10,047	2,724
Major Investments Office	2,871	0	2,871	1,945	(926)
Economic Development	6,800	11,073	17,873	17,874	1
Transfers to Crown Corporations and Agencies	143,334	0	143,334	143,334	0
Executive and Support Services	3,881	0	3,881	3,865	(16)
Northern Development Fund	500	0	500	500	0
Labour	14,697	0	14,697	13,936	(761)
Sub-Total	**196,654**	**11,073**	**207,727**	**206,966**	**(761)**
Adjustment of Prior Year Accrual[3]	0	0	0	(613)	(613)
Total	**196,654**	**11,073**	**207,727**	**206,353**	**(1,374)**
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)					
Executive and Support Services	21,944	0	21,944	14,886	(7,058)
Labour	108	0	108	59	(49)
Total	**22,052**	**0**	**22,052**	**14,945**	**(7,107)**

[1] Other Authorizations:

Contingencies Access $11.073M

Resort Municipalities Initiatives $10.500M

Aerospace Sector Development $0.573M

[2] Explanations of variances greater than 5%:

Labour Market and Immigration Initiatives: Under expenditure due to mandated savings of $0.500M, Provincial Nominee Program process redesign and efficiencies in staffing and travel

Tourism and Small Business: Over expenditure due to Liquid Natural Gas (LNG) Buy BC Initiative and increased tourism related spending

Major Investments Office: Under expenditure due to mandated savings of $0.600M and hiring lags.

Labour: Under expenditure due to mandated savings of $0.200M and hiring lags

[3] The Adjustment of Prior Year Accrual of $0.613 million is a reversal of accruals in the previous year.

Appendix 1: Ministry Contact Information

Ministers' Offices

Honourable Shirley Bond
Minister of Jobs, Tourism and Skills Training and Minister Responsible for Labour
PO Box 9071
Stn Prov Govt
Victoria B.C. V8W 9E2
Email: JTST.Minister@gov.bc.ca.
Phone: 250 356-2771

Honourable Naomi Yamamoto
Minister of State for Tourism and Small Business
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Deputy Minister's Office
Dave Byng
Deputy Minister
Ministry of Jobs, Tourism and Skills Training and Ministry Responsible for Labour
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To learn more about the numerous programs and services provided by the Ministry of Jobs, Tourism and Skills Training and the Ministry Responsible for Labour please visit www.gov.bc.ca/jtst

To find a specific person or program in the Ministry of Jobs, Tourism and Skills Training and the Ministry Responsible for Labour, you can use the B.C. Government Directory.

Appendix 2: Nechako-Kitamaat Development Fund Society

Organizational Overview

The Nechako-Kitamaat Development Fund Society (NKDFS) was incorporated on August 18, 1999 to support sustainable economic activity in northern communities affected by the Kemano Completion Project and by the creation of the Nechako Reservoir. The Government of British Columbia provides NKDFS with $500,000 annually from the Northern Development Fund, a 50-50 cost-sharing partnership fund created by the Province and Alcan.

NKDFS spends the income from its long-term investments on programs and projects that meet each community's goals for economic development and community stability. For more information on the Nechako-Kitamaat Development Fund Society, visit their website at www.nkdf.org.

Corporate Governance

The NKDFS is governed by a government-appointed board of directors, the majority of who live in the investment area and represent a range of regional interests:

- Lianne Olson, Rio Tinto Alcan Inc.
- Greg Goodwin, Province of B.C.
- Shannon Eakin, Burns Lake
- John Amos, Haisla Nation Council
- Janice Baker, Vanderhoof
- Ray Klingspohn, Vanderhoof (Secretary/Treasurer)
- Shelley Wall, Burns Lake
- Mike Robertson, Southside
- Wayne Salewski, Vanderhoof (Chair)

Biographical information can be located at: nkdf.org/aboutus/board-members.

The Society received a total of 33 new applications during the 2013/14 fiscal year and approved 30, totalling $522,847. Two examples of the approved projects are:

Burns Lake Mountain Biking Assn. -Boer Mountain Trail $74,540.00

Burns Lake Mountain Biking Association has developed a three year project plan for the construction of 20km of new trail. The Boer Mountain 2014 Trail Project is phase 1 of this 3-year plan. The new routes and infrastructure will be constructed to Whistler Trail Standards and adopted by Recreation Sites and Trails BC for all mountain bike trail development in B.C. This trail development will further expand the capacity of the Burns Lake Mountain Bike Association to host events, such as the Big Pig Festival which is growing in participation each year. As well, Burns Lake has received national coverage for their mountain biking trails. In October 2013, the

International Mountain Bicycling Association (IMBA) announced that Burns Lake, B.C., Canada had been awarded Canada's first IMBA Ride Center designation.

Kitimat Marine Rescue Society - New Vessel $50,000.00

The Kitimat Marine Rescue Society provides rescue service for the waters of the Douglass channel to Hecate Strait. Many incidents require transportation of casualties over long distances in the open boat in winter temperatures of up to -20. For these reasons, through this project the proponent will replace the existing open vessel with a new closed cabin rescue vehicle, approved by the Canadian Coast Guard Auxiliary-Pacific. This project supports efforts to promote harmony and community spirit by providing safety coverage at public events on the water, provides economic benefit to industrial and public marine users by promoting protection of life property and the environment and supports growing commercial use of the waterways.

Financial Summary 2013/14

($ in thousands)	Actual 2013/14	Budget 2013/14	Actual 2012/13
REVENUE			
Contribution Agreement Funding - Province of BC	500,000	500,000	500,000
Investment	77,222	86,746	34,514
EXPENSES			
General	98,193	100,000	85,069
Grant Promotion	-	10,000	5,745
Grant Payments	439,998	470,833	49,1151
EXCESS (Revenue over Expenses)	39,031		(47,451)
Fund Balance (Beginning of year)	1,710,980	1,710,980	1,758,431
Fund balance (End of year)	**1,750,011**	**1,710,980**	**1,710,980**